



CITY OF HOUSTON

Job Posting

BJW	
1	Applications accepted from: ALL PERSONS INTERESTED
2	Job Classification Customer Service Clerk
3	Posting Number PN# 113267
4	Department PARKS AND RECREATION
5	Division Director's Office
6	Section Administrative Support
7	Reporting Location 2999 SO. WAYSIDE*
8	Workdays & Hours M – F, 8 a.m. - 5 p.m.*
	*Subject to change
9	<u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u> This individual will perform clerical and/or administrative functions in the day-to-day operations of the Director's Office to ensure quality customer service. Respond to telephone inquiries received by mail, telephone, e-mail and personal contact. Research and compile information to resolve customer problems and communicate finding to customers. Inform supervisor of non-routine problems. Perform data entry to maintain record information. Process work orders utilizing a computer terminal and/or tracking system. Compile data to generate various reports such as activity logs, etc. Assist other divisions and agencies to resolve park issues. Perform other duties as request.
10	<u>WORKING CONDITIONS</u> This position is physically comfortable; the individual has discretion about walking, standing, etc.
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u> Requires a high school diploma or a GED.
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u> Six (6) months of clerical or customer service related experience is required.
13	<u>MINIMUM LICENSE REQUIREMENTS</u>
14	<u>PREFERENCES</u> Preference will be given to applicants with Bilingual English/Spanish skills.
15	<u>SELECTION/SKILLS TESTS REQUIRED</u> None
16	<u>SAFETY IMPACT POSITION</u> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidates must pass an assignment drug test.
17	<u>SALARY INFORMATION</u> Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is: Salary Range – Pay Grade 10 \$723. - \$1,004. Biweekly \$18,798 - \$26,104 Annually
18	<u>OPENING DATE</u> September 20, 2006
19	<u>CLOSING DATE</u> September 26, 2006
20	<u>APPLICATION PROCEDURES</u> Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 st floor. Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 845-1056. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. An equal opportunity employer